

ORDER FOR SUPPLIES AND SERVICES				IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/17/2012		2. ORDER NUMBER GST0312DS0070		3. CONTRACT NUMBER GS00Q09BGD0027		4. ACT NUMBER A2473596D	
FOR GOVERNMENT USE ONLY	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 299X	ORG CODE A03VR110	B/A CODE F1	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE C01	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT	AI	LC	DISCOUNT	
7. TO: CONTRACTOR (Name, address and zip code) Gary Secen HP ENTERPRISE SERVICES LLC 13600 EDS DR HERNDON, VA 20171-3225 United States (703) 742-2795				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. 000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER 752548221		9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.			
10A. CLASSIFICATION B. Other than Small Business				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 3 Stephen P Gervasi 20 North 8th Street Philadelphia, PA 19107-3191 United States (215) 446 5819		12. REMITTANCE ADDRESS (MANDATORY) HP ENTERPRISE SERVICES LLC P O BO 848433 DALLAS, TX 75284-8433 United States		13. SHIP TO (Consignee address, zip code and telephone no.) BOM DIVISION 4800 Mark Center Dr Alexandria, VA 22311 United States (703) 696-7396			
14. PLACE OF INSPECTION AND ACCEPTANCE Craig Brugger 4800 Mark Center Dr (DMDC) Alexandria, VA 22311 United States		15. REQUISITION OFFICE (Name, symbol and telephone no.) Michael Baumann GSA Region 3 20 North 8th Street, 10th Floor Philadelphia, PA 19107 3191 United States (215) 446-5852					
16. F.O.B. POINT Destination		17. GOVERNMENT B/L NO.		18. DELIVERY F.O.B. POINT ON OR BEFORE 12/16/2012		19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS	
20. SCHEDULE							
Firm Fixed Price task order GST0312DS0070 is hereby awarded for Defense Manpower Data Center for a 3-month base period of performance beginning 17 September 2012 through 16 December 2012 at a price of (b) (4), inclusive of optional tasks. This contract incorporates the Performance Work Statement under ITSS Control #ID03120056 and accepts the Contractor/s revised quote submitted on 09/04/2012.							
Funding in the amount of (b) (4) is hereby provided to fully fund the base period tasks, travel and ODCs, inclusive of G&A, MH, and CAF rates, with a breakdown as follows:							
(b) (4)							
The contractor is not authorized to incur travel/ODC costs in excess of these amounts unless additional funding is provided via formal modification signed by the Contracting Officer.							
Additionally, this contract contains two, 12-month option periods, and one, 6-month option period, to be exercised as a unilateral right of the Government. Total awarded value of this contract, if all options are exercised, is (b) (4).							
ITEM NO.	SUPPLIES OR SERVICES		QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	
(A)	(B)		(C)	(D)	(E)	(F)	
(b) (4)							
21. RECEIVING OFFICE (Name, symbol and telephone no.) Defense Manpower Data Center Seaside, (703) 696-7396					TOTAL From 300-A(s)		
22. SHIPPING POINT			23. GROSS SHIP WT.		GRAND		

PERFORMANCE WORK STATEMENT (PWS)
For
Defense Manpower Data Center (DMDC)
Synchronized Predeployment Operational Tracker – Enterprise Suite (SPOT-ES)
Operational Support

1. Contract Type

Firm Fixed Price (FFP)/Performance-Based

2. Contract Vehicle

GSA Alliant

3. Background

The Defense Manpower Data Center (DMDC) manages a comprehensive, enterprise-wide, open-standards system, the Synchronized Personnel Operational Tracker Enterprise Suite (SPOT-ES), for tracking and accounting for all contractors and many related military / government civilian personnel and contractor managed equipment assets who deploy with the US Armed Forces. The SPOT-ES program encompasses a Secret Internet Protocol Router Network (SIPR-SPOT) version and a Non-Secure Internet Protocol Router Network (NIPR-SPOT) version as well as the Joint Asset Movement Management System (JAMMS) and Total Operational Picture Support System (TOPSS). SPOT-ES has been designated as the Joint Enterprise contractor management and accountability system to provide a central source of contingency contractor information and a summary of contract services IAW DoDI 3020.41, Operational Contract Support, dated 20 Dec 11. Company and Government representatives are required to maintain, by-name, contractor accountability within SPOT. The National Defense Authorization Act (NDAA for FY08) requires that SPOT be used by the Department of Defense (DoD), Department of State (DoS) and the US Agency for International Development (USAID). In addition, SPOT creates Letters of Authorization (LOAs) for deployments recorded in the database, assigning a unique barcode and appending a digital signature. Within the CENTCOM Area of Operations, the SPOT-generated LOA is the only accepted form for contractors authorized to accompany the forces.

SPOT was initially designed by the Army solely to aid acquisition program managers in tracking a small segment of their system support contractors in the contingency areas. Since 2005, SPOT's user base has grown substantially and the system is currently being used at varying levels of detail, by DoD, multiple Federal agencies, and the international community.

In July 2008 and as required by section 861 of the FY 2008 NDAA, the Department of State (DoS), DoD, and the United States Agency for International Development (USAID) signed a memorandum of understanding (MOU). This memo established the roles and responsibilities and identified SPOT as the "system of record" to serve as a repository for the information required by Section 861. Supporting the implementation effort of SPOT as the system of record is the Federal Acquisition Regulation (FAR) requirement to maintain - with the designated government official - a current list of all contractor personnel in the areas of performance. For the DoD, the Defense Federal Acquisition Regulation (DFAR) also specifically designates SPOT as that "database of record".

By 2014, DoD, DoS, and the U.S. Agency for International Development will be integrally involved in international peacekeeping, humanitarian relief, as well as increased interaction with coalition and allied forces and joint training. Non-DoD deployed contractors will be blended with embassy and uniformed

personnel supplying communications, IT, scientific, engineering, technical, and logistical support including base housing, construction, custodial care, and major elements of health care. This support will extend from the sustaining base in the United States to austere operational environments abroad. Contractors will also supply similar support to military bases and facilities in the United States, and major support to NORTHCOM operations in the event of natural disaster, environmental accidents and terrorist actions. Use of contractors in this manner will permit the U.S. military and other agencies to focus on their core missions.

SPOT was conceived, tested, and deployed for this purpose, and it relied on a new concept of information systems operations at the time known as “federation” that was a significant change in philosophy from traditional stovepipes based on centralized DoD-built and maintained databases. As a result, SPOT has become as vital as GCCS and GCSS for ***planning and operations***.

The 2014 requirement will be to “federate” data among DoD, its supporting agencies, and their contractor partners to enable streamlined business practices and transparency of appropriate data sources. Federation will also require that organizations accept a new concept of “trust models” for vetting and verification of trusted industry organizations with whom the DoD has contracted. These approaches include vetting of the legal business entity and their personnel, collection and storage of biometric and demographic data for credentialed individuals and revocation of credentials when work ceases or individuals leave or are transferred. This requires adherence to FIPS 201 and PIV-I standards for issuance and interoperability and to DODI 8520.03. All of these data will be shared over an interoperable and secure infrastructure operated by DoD, other agencies and their contractors.

The 2014 vision for SPOT is to provide authorized users across the Federal Government with secure access to historical and near-real-time information, the capability to dynamically effect ongoing operations, and the ability to perform comprehensive analytics of prior activities. In short, this vision is to build upon the established SPOT foundation to deliver the right business intelligence information when and where it is needed. Government users need the following in order to be successful and make the most efficient use of contractor resources:

- Access to historical and near-real-time contract and contractor status information
- Visibility over information for all contractor tasks and resources (both available and consumed)
- Access to a state-of-the-art business intelligence toolset to facilitate decision making and contingency planning
- Ability to generate pre-deployment, deployment, and re-deployment plans and documents to include a digitized Letter of Authorization for physical access to Government facilities.

4. Objectives

The objective is to maintain an integrated systems approach responsible for sustaining and enhancing the current operational enterprise suite (SPOT, TOPSS and JAMMS), while incorporating system advancements. In addition, the enterprise suite must continue its interoperability with DoD-recognized federated systems. The system must be responsive to a broad customer base, to include: rapid responses to warfighter needs; generate concise consistent reporting documentation; provide user-based intelligence reporting capability; provide customer support, training and outreach; and comply with all applicable DoD directives, regulations, and policy guidance. These efforts include working with and across the Department of Defense (DoD), its Industry partners, other federal, state and local agencies,

coalition forces, associated communities of interest, and related support contractors to provide viable services, solutions, and capabilities to address their diverse requirements.

5. Scope

The scope of this effort ranges from research and development to sustainment of the SPOT-ES. This effort will require technology advancements be incorporated to ensure a flexible and agile suite used to support contingency operations and be able to respond to a global customer base which includes the DOD, other federal agencies, contract companies using the suite, and members of Congress. The suite is also being used to support world-wide operational contract support planning efforts. The scope of this effort also includes the training and customer out-reach efforts required to properly educate and expand the customer base.

6. Performance Requirements

6.1 *Task 1 – Program Management*

6.1.1 *Subtask 1 - Management Activities*

The contractor shall provide the technical and functional activities at the contract level needed for comprehensive management of the integrated SPOT program. The contractor shall manage all efforts resulting in the delivery of products and services associated with each activity outlined. The contractor will plan, manage, and perform all program activities in accordance with project management and system enhancement, operations and maintenance best practices, as outlined in the Program Management Body of Knowledge (PMBOK), IEEE Standard 1490-2011. The contractor's management efforts shall include administration, program controls, performance management, product effectiveness, data and configuration management, risk and issue management, subcontract management, and security management. The contractor shall consider cost and schedule, environment, design and development, information assurance, deployment, training, operations and maintenance, test and evaluation in the execution of this contract.

The contractor shall provide systems engineering expertise that shall span the entire software system lifecycle for each of the system components to maintain and continually improve SPOT ES and related components. The contractor shall focus on assisting in documenting requirements, software design, implementation, and system validation. The contractor will also focus on interoperability and interface requirements and the associated security and privacy issues when interfacing/interoperating with federated environments. The contractor shall plan, implement and maintain the system engineering functions necessary to validate system supportability over the life-cycle of system(s).

6.1.2 *Subtask 2 – Program Transition Plan*

The Contractor shall assist in the transition of this contract to a successor contractor. The transition period shall consist of the final 30 calendar days of the contract. On the last calendar day of the transition, the successor will assume all responsibilities. The following shall apply only to a transition wherein the contractor is not the recipient of the successor award:

- The Contractor shall provide the successor with detailed briefings regarding the structure of the database tables and software required continuing maintenance and operation of systems developed under this contract.

- The Contractor shall transfer all project materials to the successor Contractor upon direction from the Contracting Officer and in a manner prescribed by the Government. Transfer shall be completed by the expiration date of the contract and shall include provision by the incumbent Contractor of accurate and complete data files and pertinent documentation.
- The Contractor shall transfer the source files and documentation for all software developed on this contract to the successor Contractor.
- Transfer shall be completed by the expiration date of the contract and shall include provision by the incumbent Contractor of accurate and complete source files and documentation for all software developed.
- For a contractor other than the incumbent provide a detailed plan and timetable for implementing the transition from the current facility to the proposed facility. The Contractor shall be responsible for the physical move of all inventories. The move shall be accomplished prior to the effective date of the contract.

The contractor will provide a comprehensive Program Transition Plan (PTP) detailing its approach towards assuming complete operational control of ongoing day-to-day operations from under the existing contracts to support under the successor contract.

Deliverables: Program Transition Plan

6.1.3 Subtask 3– Program Orientation and Kickoff

Within 5-business days of award of this task order, the contractor shall host a Program Orientation and Kickoff Meeting. The Government will conduct the meeting with the contractor personnel and other Government representatives to review and discuss items such as: contract administrative matters, Government furnished material, Government furnished equipment, program coordination, and other such matters.

Deliverables: Program Orientation and Kickoff Meeting
Meeting Minutes

6.1.4 Subtask 4 – Program Management Plan

The Contractor shall develop and maintain, throughout the performance of this contract effort, a Program Management Plan (PMP).

The Contractor shall deliver an initial PMP within 20 calendar days after the Program Orientation and Kickoff Meeting. The PMP shall include the following, top level (i.e., summary) information as well as any additional information deemed relevant by the Government or the Contractor:

1. Work Breakdown Structure (WBS)
2. Schedule and Critical Milestones
3. Task dependencies and interrelationships
4. Performance Metrics
5. Status of Key deliverables
6. Issues and special considerations
7. Other items of interest

The WBS shall be identified to the appropriate subtask level, in order to discretely identify schedule and performance. Where the contractor identifies deviations from the plan, the contractor shall provide the supporting rationale necessitating the deviation, in a written submission to the Government Program Manager (PM) and the Contracting Officer's Representative (COR).

The contractor shall keep the PMP up-to-date, at a minimum, on a monthly basis and be prepared to brief any schedule content to the Government at short notice (within 24 hours). The contractor shall manage and track the progress/status of each task and document these findings in the plan. Task tracking shall support status reporting by schedule and performance to include performance metrics.

Deliverable: Program Management Plan

6.1.5 Subtask 5 – Technical Integration Meetings

The contractor shall host or attend monthly Technical Integration Meetings (TIMs). The TIMs shall focus on the integration of the SPOT-ES with other authoritative systems, including Federal Enterprise applications and contractor company databases. The contractor shall prepare the necessary documentation and materials for presentation / distribution at such meetings, record minutes, and record and track associated action items. The contractor shall prepare materials, record minutes and action items and participate in other program meetings, to include program reviews, integrated product team, configuration control board, training, testing, information assurance and customer support meetings.

Deliverables: Presentation Materials
Meeting Minutes
Action Tracking

6.1.6 Subtask 6 – Status Reporting

The contractor shall provide a Weekly Status Briefing (WSB) and a Monthly Status Report (MSR). The WSB shall provide a summary of accomplishments, risks and planned activities for the week and be in the form of a PowerPoint brief, while the MSR shall provide detailed status on contractual issues, such as performance, system availability, system usage patterns, schedule & milestones, innovative ideas and schedules, areas requiring risk management & associated risk mitigation actions, and recap of all problems/solutions, issues, concerns, technical accomplishments, and actions taken over the report period by subtask and to the sub-element level from the PMP WBS. The status of all action items shall be presented at each Weekly Status Briefing and documented in the Monthly Status Report.

Throughout the contract period of performance, when necessary, the Government will conduct formal interim progress reviews (IPRs). The IPRs will be conducted at least quarterly and cover all aspects of cost, schedule, quality of performance, metrics, resource utilization / burn rate, and funding/invoicing. The Government PM will schedule these reviews. The contractor may request IPRs when assistance or clarification is desired. For these formal meetings, the contractor shall prepare agendas, presentation materials and minutes for each IPR.

Deliverables: Weekly Status Briefing
Monthly Status Reports
IPR Agenda and Meeting Minutes

6.1.7 Subtask 7 – Risk Management Plan

The contractor shall employ a comprehensive and proven risk management approach and employ a formal Risk Management Plan (RMP) that details (a) a routine and regular process involving both the contractor and the Government program staff to identify, analyze, prioritize and detail appropriate and agreed upon responses to the highest priority risks and (b) the work products that result from performance of the process.

Deliverables: Risk Management Plan

6.1.8 Subtask 8 – Release Management

The contractor shall assist in providing project scope and build planning management in support of an iterative implementation lifecycle for the SPOT-ES. The contractor shall provide “major” and “minor” releases for each of the three components of SPOT-ES based on schedules defined by DMDC to address their prioritized requirements within their specified timeframes IAW application development and deployment lifecycle. There are no major/minor releases scheduled for the base period; for 12 month option periods there will be one major/2 minor releases per component. If option periods are less than 12 months, the number of releases will be reduced proportionally.

The contractor shall manage system software, hardware, and configurations, to include patches and upgrades for each release. The contractor shall ensure Information Assurance and Vulnerability Alerts (IAVA) issues are monitored. The contractor shall coordinate new releases with impacted stakeholders, e.g., owners of connected systems, and the hosting facility. The contractor shall inform system users of upcoming releases that will change or increase system functionality or capability. The contractor shall ensure each release is compliant with DIACAP requirements to gain certification as required by DoD and DIACAP policies. The contractor shall coordinate with and allow system access to the Government IA representative for routine testing and data collection as necessary or requested to comply with DIACAP requirements to obtain or retain Authority to Operate.

Release versioning is defined as follows:

Patch Release- Includes minor system defects, emergency fixes, and IAVA updates

Minor Release- Includes changes not classified as major or a Patch Release

Major Release- Includes major functionality changes or new interface/product overhaul

Deliverables: Release Management Plan

6.1.9 Subtask 9 – Integrated Master Schedule

The Contractor shall develop and maintain an Integrated Master Schedule (IMS) utilizing MS Project. The IMS shall include all software releases for each SPOT ES product and include all non-release major projects. The project schedule will display dependencies and conflicts. Updates to the IMS will be presented during weekly/ monthly status meetings and IPRs.

Deliverables: Integrated Master Schedule (IMS)

6.1.10 Subtask 10 – Configuration Management (CM) Plan

The contractor shall apply Configuration Management (CM) techniques to establish and maintain the integrity of the SPOT ES system and documentation throughout the project's life cycle. This shall include final software and documentation update procedures and version control.

The contractor shall follow a disciplined approach to establishing a CM program by applying standard CM disciplines. The contractor shall develop and maintain Configuration Management Plans (CMP). The contractor's methodology must provide CM support for both program and engineering management functions, and apply configuration identification to all program elements whose physical and functional properties need to be managed and directly controlled. The contractor's approach must support functional requirements traceability and the establishment of configuration items and configuration baselines, including functional baselines and product baselines, as appropriate. The contractor shall prepare each Configuration Management Plan outlining their approach and follow it throughout the period of performance to ensure that the configuration is properly documented and maintained. The contractor shall keep all deliverable work products, including source code, documents and other relevant artifacts, under configuration management consistent with commercial best practices. The contractor shall provide an efficient and secure method for archiving work products that allow for timely and effective access and utilization. The contractor shall provide the support required to assist in the software configuration control process and manage baseline configurations as required for the project. The contractor shall provide technical and lifecycle management and writing support to prepare configuration documentation. Each change to the software that is predicated on new requirements shall be documented in an Engineering Change Proposal (ECP) and/or an updated Systems Requirements Specification (SRS) updates.

Deliverables: Configuration Management Plan

Engineering Change Proposals

6.1.11 Subtask 11 – Hardware CM and Support

The contractor shall manage the hardware configurations for SPOT, TOPSS, JAMMS and associated tools while maintaining lists of configured items for the complete system topology. The contractor shall also provide and execute a Technical Refresh Plan (TRP) to support programmatic growth to include addressing user expansion and technology refreshment planning for all hardware, software and middleware used in the SPOT ES systems. The contractor shall perform consistent with the TRP and provide the support in conjunction with the hosting facility, as well as procure, configure, interface, and test all associated computers and peripheral devices. This TRP shall include a methodology that determines the best approach and timing for design refreshment, and the optimum mixture of actions to take at those design refreshes as needed. The goals of capacity governance and refresh planning are to determine:

- When to expand the system architecture, hardware, middleware or software to meet expanding user or expanding data transfer needs
- When to expand customer support, education, training and outreach services based on the growing customer base or increased functionality or technical issues resulting in a growing number of trouble tickets
- When to refresh the system(s) design, architecture and hardware elements
- Which obsolete system components should be replaced at a specific design refresh (versus continuing with other obsolescence mitigation strategies)
- Which non-obsolete system components should be replaced at a specific design refresh

Only material in direct support of the service of this effort shall be acquired. The contractor shall develop and maintain a Bill of Materials (BoM) that will include hardware configurations at the government and contractor facilities. Contractor shall obtain prior approval from the SPOT PM and Government COR for hardware procured under this task.

Deliverables: Technical Refresh Plan (TRP)
Bill of Materials

6.1.12 Subtask 12 – Software CM and Support

The contractor shall manage the software configurations for SPOT, TOPSS, JAMMS and associated tools and maintain lists of configured items for the complete system topology. The contractor shall perform, consistent with the TRP, procure and maintain all necessary software and licenses, upgrades, updates and patches as necessary to support the application.

Only material in direct support of the service of this effort shall be acquired. The contractor shall maintain a Bill of Materials (BoM) that will include, but not be limited to software configurations at the government and contractor facilities.

Deliverables: Technical Refresh Plan (TRP)
Bill of Materials

6.1.13 Subtask 13 – Quality Control Plan (QCP)

The contractor shall implement a Quality Control Plan that details the process and methodology to be followed to ensure the quality of deliverables to the Government. This process will include a description of the process by which defects in the system will be identified, tracked, and corrected throughout the Software Development Life Cycle (SDLC). The contractor shall develop and provide a Quality Control Plan (QCP) that provides objective and subjective measures and trend analysis as to ongoing technical performance and advancement, operational efficiency, and customer satisfaction, to include the program office as well as the end-user community. The contractor shall include any data, performance or other items that are out of tolerance in the appropriate Weekly Status Briefings and Monthly Status Reports.

Deliverables: Quality Control Plan

6.2 Task 2 – Operations, Maintenance and Sustainment

6.2.1 Subtask 1 - Deployment Operations

The contractor shall be responsible for all aspects of operating, maintaining and sustaining the SPOT database and TOPSS BI toolset to ensure robust performance, reliability, availability and scalability. The contractor will provide end-to-end system deployment and operations support services, to include installation, operations support, maintenance, and user training. The contractor shall maintain the software and database servers on existing and future server hardware, at current and future locations for development, staging, testing, production, and Contingency of Operations Plan (COOP) servers. The contractor administration shall be consistent with the Government-approved release hosting strategy

to maintain the application on servers, including the web server and database. The contractor shall coordinate with hosting facilities on all software changes.

The contractor shall be responsible for the development and sustainment of the JAMMS software and hardware. The contractor will not be responsible for the JAMMS operations support services, to include installation, operations support, maintenance, and user training.

6.2.2 Subtask 2 – System Administration and Maintenance

The contractor shall provide administration and maintenance of the SPOT-ES systems on both the NIPRNET and SIPRNET. This will include standard maintenance and administrative work, such as:

- Monitoring, configuring, and optimizing the system
- Adding, modifying, and removing user access to the system
- Modifying integration with external systems and the related Extract, Transform and Load (ETL) process in reaction to needed changes
- 24x7 Maintenance support
- Monitoring Cross Domain Solution

Deliverables: System Administration Metrics

6.2.3 Subtask 3 – Database Administration

The contractor shall validate, to include auditability within the SPOT-ES, data integrity, acceptable database performance, and develop database code to support the development process. The contractor shall routinely import, cleanse or export data to or from other external sources on a real-time or near real-time basis. The contractor shall provide data collection and validation support to end users as required. The contractor shall collaborate with the SPOT PM with respect to identifying and prioritizing data gathering, report requirements and implementation plans. The contractor shall support the Quarterly SPOT Plus CENTCOM Census to include: preparing and distributing the Census templates, analyze the results and prepare summary reports.

Deliverables: Database Administration Metrics
SPOT-Plus CENTCOM Census templates and summary reports

6.2.4 Subtask 4 – Hosting Facility Management

The contractor shall collaborate with the hosting facility to validate proper availability and continuity of SPOT ES services. The contractor shall further collaborate with the hosting facility to execute the program's IA strategy to include production and Continuity of Operations capabilities. The contractor shall assist the Government in establishing an SLA with the hosting facility. The contractor shall comply with the developer portion of the SLA and monitor hosting facility SLA issues.

6.2.4.1 Subtask 4a – NIPRNET Hosting

The contractor shall deploy and manage the NIPRNET version of SPOT and TOPSS at a DoD-approved facility, such as DISA DECCs or other location(s) directed by the Government. The contractor shall assist in system migration to another approved facility for hosting if necessary.

6.2.4.2 Subtask 4b – SIPRNET Hosting

The contractor shall deploy the SIPRNET version of SPOT and TOPSS at a DoD-approved facility, such as DISA DECCs. The contractor shall assist in system migration to another approved facility for hosting if necessary.

6.2.5 Subtask 5– Continuity of Operations Plan

The contractor shall collaborate with the hosting facility for the production environment to develop and implement a COOP that complies with system requirements. The contractor shall participate in system recovery and COOP exercises at least annually or as required. The contractor shall notify the Government within three hours and document any actual unplanned system events or outages requiring a CO-OP situation to be declared and provide the information in the Weekly Status Briefings or Monthly Status Reports. This contractor shall keep the Information Assurance (IA) Representative of the government informed of all incidents, vulnerabilities and outages according to program and DIACAP requirements. (Note: At time of award DMDC doesn't have a COOP site, but plans to develop one throughout the life of the contract)

Deliverables: Continuity of Operations Plan

6.2.6 Subtask 6 – Training

The contractor shall provide appropriate pre-deployment training and preparation prior to each new version (major and dot release) of SPOT, JAMMS, and TOPSS. The contractor shall provide hands-on support for role / scenario-based training, as required, for the operational, functional, and analytic usage of developed functionality, consistent with the Government-approved training strategy. The contractor shall conduct training sessions and webinars; prepare courseware and provide instructional materials and direction on technical subject matter as related to the project's development tasks, as well as briefings to leadership, as required. Additionally, the contractor shall prepare training plans, training packages, courseware, manuals, online help, customer support scripts, FAQ's on operational and technical subject matter and other instructional material, as required. These materials shall be tailored for the different audiences to include executive level awareness training, Defense school training for military and civilians and information brochures in addition to the various levels of actual SPOT user (Company, Government Organizations / Agencies, Contracting Officer, and Combatant Commander Staff) training. The contractor shall prepare training packages, instructional materials and leave behind information for system users, e.g., Contractor Companies, Government Organizations / Agencies and Defense-related Universities to support their conduct of training.

The contractor shall provide / maintain an outreach and training portal with government approved SPOT-ES information, training resources/ materials, and system or policy notices. (Currently provided as the SPOT-ES Resource Center).

Deliverables: Education and Training Materials (ETM)

6.3 Task 3 – Customer Support

6.3.1 Subtask 1 – Help Desk Tier 1/2/3 Support

The contractor shall provide a SPOT-ES 24x7 help desk with mix of Tier 1, 2 and 3 supports and utilize industry best practices such as ITIL and Lean Six. The contractor shall handle tickets originating from

email, phone calls and web chats. The help desk services will include handling the following minimum service level agreement:

- Abandon Rate - 2% or less
- Average Abandon Time: 1 minute or less
- Speed to Answer: 20 seconds or less
- Customer Satisfaction: 90%

The contractor shall develop and execute a multi-tiered Customer Support Plan (CSP) consistent with commercial best practices. The contractor shall provide tier 3 technical support as required for the operation of all developed software, hardware configurations and upgrades for the SPOT ES systems. This includes preparing and distributing approximately 150 reoccurring and one-time customer-requested ad hoc queries. The contractor will provide customer service metrics for the complete SPOT-ES during weekly status briefings and monthly status reports. Examples of support may include: hardware, software, security, communications, and application questions, as well as user account maintenance. Provide customer service support from a contractor-owned facility located within the continental United States. Troubleshoot all incoming calls to the support center from end users, to include calls for hardware issues, communications support, operating system support, application software issues, installation, and configuration management. Only unresolved problems shall be forwarded to DMDC for resolution. Work integrally with the other DMDC contractors to provide seamless customer support and coordinate/troubleshoot with other government entities. Provide support for all DMDC software releases.

Deliverables: Customer Support Plan

6.3.2 Subtask 2 – Asset Management Support

The contractor shall maintain an asset management tool that will identify enterprise hardware and software components, point of contacts for hardware /system status, to include locations for the JAMMS systems. The contractor shall have a way to correlate the assets to trouble tickets.

6.3.3 Subtask 3 – User Registration Support

The contractor shall manage user registration for all SPOT ES systems. User Registration metrics shall be provided within the weekly status briefing and monthly status reports. The contractor shall notify users when any of the applications will be unavailable. The contractor shall investigate, record, and resolve issues reported by customers.

6.4 Task 4 - Systems Engineering

6.4.1 Subtask 1 – Requirements Management (O&M)

The contractor shall assist Government managers in the identification, collection, preparation, and maintenance of system requirements to meet mission needs for the SPOT-ES. The contractor shall ensure that all SPOT related programs are synchronized amongst the NIPR and SIPR environments.

The contractor shall document all enhancements in a Requirements repository and identify system and technical requirements in the System Requirements Specification (SRS) for each product. The System Requirements Specification is intended to be a “living” document and should be updated with each major and dot release. The contractor shall maintain this document, keeping it up to date as changes are

encountered, providing a final updated version at the termination of the contract. The contractor shall create and maintain Use Case documents as well as initiate the Requirement Traceability Matrix (RTM)

The contractor shall assist in defining, documenting, and tracing technical and functional requirements; participate in program reviews, design and readiness reviews, technical interchange meetings and other information gathering activities as required to assist in identifying, documenting and defining system builds for requirements. The contractor shall hold a System Requirements Review (SRR) during each requirement phase of a release. The SRR should be presented in a form of a PowerPoint brief and be required prior to design phase.

Deliverables: Systems Requirements Specification
Requirement Traceability Matrix
System Requirements Review (SRR)

6.4.2 Subtask 2 – SPOT-ES Systems Integration (O&M)

The contractor shall maintain all existing application program interfaces and web-services with authoritative government data sources, contractor company databases and data collection tools. The contractor shall document all integrations requirements within the Interface Requirements Document (IRD) and support all agreement documentation between programs.

Deliverables: Interface Requirements Document (IRD)

6.4.3 Subtask 3 – Reporting and Analytics Capabilities (O&M)

The contractor shall manage an advanced data analysis and business intelligence toolset to provide the analysis and business intelligence capability currently available from SPOT ES. The contractor shall maintain the advanced business intelligence (BI) system which supports data mining, analysis, visualization, and reporting of structured data sources (currently provided through TOPSS) . The contractor shall maintain the ability to produce customized dashboard reports, to present summary and high level information. These dashboards will allow the user to drill down into the reports for further details. The contractor shall maintain the ability to present geographically-based information on a map, with the ability to drill down into the detailed information. The contractor shall maintain the ability to prepare and update canned, template or parameterized reports. Users will be able to access these fixed reports and / or provide selected parameter values that customize the selected data. The reports and their results may be saved in the system, or exported to Microsoft Excel or PDF format.

6.4.3.1 Subtask 3a – Movement and Tracking Capability(O&M)

The contractor shall manage the information technology application capable of capturing movement and location information for operating military forces, government civil servants, and government contractors (currently provided through JAMMS). The application shall maintain the capability of reading/scanning various personnel identity credentials, such as the Common Access Cards (CACs), Personal Identity Verification Credentials (PIV), Real-Time Automated Personnel Identification System (RAPIDS)-generated teslin cards, Synchronized Predeployment and Operational Tracker (SPOT)-generated Letters of Authorization (LOAs), Defense Biometric Identification System (DBIDS) identification (ID) cards, Federation for Identity and Cross-Credentialing Systems (FiXs) cards, Biometric Identification System for Access (BISA) cards, credit cards, US drivers licenses and passports. The Application shall maintain the capability of supporting the activities at various data collection points such as Dining Facilities, Aerial Ports of Debarkation, Central Issue Facilities, Medical locations, Convoy staging areas, Fuel Points, Vehi-

cle Issue Points, Billeting, and Morale, Welfare, and Recreation locations. The application shall remain capable of stand-alone and networked operations, be platform independent, able to support multiple scanning devices, and have the capability to read multiple media types to include barcodes. Data captured through this application shall be made available to SPOT in near real time. The application shall provide a local reporting capability in adobe PDF and Microsoft Excel formats.

6.4.4 Subtask 4 – Systems Architecture (O&M)

The contractor shall maintain the SPOT-ES systems architectures to update and maintain a system that meets current requirements and is capable of scaling in an effective and efficient manner to support dramatically increased data requirements, simultaneous users, and transaction loads while maintaining or increasing performance characteristics.

The contractor shall assist in providing systems architecture guidance and implementing the “n-tier/n-layer” SPOT-ES design. The contractor shall develop the appropriate lifecycle architecture products in support of the SPOT-ES program. Architectures will include the conceptual, logical and physical models. Architecture products provided shall include All Views (AV), Operational Views (OV), System Views (SV), and Technical Views (TV). The contractor shall provide the updated Artifacts with each Major release. The software architecture design process and frameworks shall adhere to the most current version of the DoD Architecture Framework (DoDAF). SPOT-ES requires Joint Interoperability Test Command (JITC) certification. Additional support may 10. Updabe required for Net Ready Key Performance Parameter (NRKPP) development and preparation of necessary diagrams and documentation.

Deliverables: SPOT-ES Architectural Framework

6.4.5 Subtask 5 – Systems Design (O&M)

The contractor shall provide system design expertise for web-based applications. The contractor shall provide software design software to maintain the SPOT-ES applications in accordance with Business Enterprise Architectural (BEA) guidance and defined requirements. System design efforts shall support the full system life cycle. The contractor shall prepare a System Design Description (SDD) which will describe how the contractor plans to transform the requirements and the functional design into a technical set of design specifications for SPOT ES and identify the allocation of the functional requirements into this design document. The SDD may be supplemented by the Interface Design Descriptions (IDDs). The contractor shall hold a System Design Review (SDR) during each design phase. The SDR should be presented in a form of a PowerPoint brief and be required prior to development phase.

Deliverables: System Design Description (SDD)
Interface Design Descriptions (IDDs)
System Design Review (SDR)

6.4.6 Subtask 6 – Graphical User Interface (GUI)(O&M)

The contractor shall maintain and update the graphical user interface (GUI) look-and-feel, mockups and storyboards using industry best practices to simplify and enhance the end-user experience for the SPOT-ES. The contractor shall facilitate discussions and meetings between the user community, customer support team and development team to assist in determining requirements, features and layout. The contractor shall document the GUI designs as part of the System Design Document (SDD).

6.4.7 Subtask 7 – Component Design(RDT&E)

The contractor shall design all SPOT-ES software components, using object oriented methodologies and software development best practices to simplify the code and maximize re-use across the project. The contractor shall provide a means to permit single authentication into SPOT and TOPSS. Contractor shall research and develop a means for JAMMS to have full network capability to include software updates, IAVA patches, and asset reporting. Research the ability for JAMMS to read SmartCard chips. Contractor shall research and develop a more stringent sponsorship model for SPOT and TOPSS to include the ability for sponsors to validate sponsorees online and periodically re-validate their access and permissions (i.e. similar to the AKO sponsorship model).

Deliverables: *Software Code with appropriate documentation*

6.4.8 Subtask 8 – Database Design(O&M)

The contractor shall update and maintain the data models for the SPOT-ES in accordance with applicable enterprise schema standards. Work products include entity-relational diagrams and logical and physical models.

Deliverables: SPOT-ES Data Model & Data Dictionary

6.4.9 Subtask 9 – Application Program Interface (API) Design (RDT&E)

The contractor shall create new user interfaces for the SPOT-ES per the requirements' definition and design identified in each Interface requirements specification (IRS), as identified by the government. The contractor shall provide an Interface Design Description (IDD) for each required interface. The contractor shall facilitate discussions and meetings between the user community, customer support team and development team to assist in interpreting requirements into API features and layouts. Maximum two per year.

Deliverables: Interface Design Descriptions (IDDs)

6.4.11 Subtask 11 – Cross Domain Systems (O&M)

The contractor shall maintain the automated cross domain solution between SPOT and TOPSS, NIPR-NET, and SIPRNET.

6.4.12 Subtask 1 – Application Development (RDT&E)

The contractor shall research, design and build, using incremental technology development approaches, document, test, certify, and validate various applications to stay on the leading edge of new technologies as applicable to SPOT-ES. This includes the necessary research and development of deliverables that may, in the course of their lifecycle, change the end product depending on the maturation of technology and addition of new or improved capabilities.

6.5 Task 5 – Software Development (RDT&E)

6.5.1 Subtask 1 – Software (RDT&E)

Software engineering and development efforts shall support the full software development life cycle. The contractor shall, using industry best practices, develop, test and deploy all SPOT-ES web applications, as required. The current applications are developed in ASP, .NET, C#, web services, and SQL Server 2008. The contractor shall provide ongoing software development support for SPOT-ES. The contractor shall write and validate code to implement each SPOT-ES releases and all lifecycle changes in support of the release schedule, e.g., fix bugs and create new functionality, as required.

Deliverables: Software Code with appropriate documentation

6.6. Task 6 – System Testing (O&M)

6.6.1 Subtask 1 – Testing (O&M)

The contractor shall perform quality control functions to ensure the quality and reliability of the data, services, and systems being delivered as a part of the SPOT-ES solutions. The contractor will establish a permanent test/lab environment for these functions. The test/lab facility will maintain the configuration control environment. All changes must pass the appropriate testing in this facility prior to moving into Staging and Production. The functions shall include testing, tracking of potential defects and bugs, and performing reviews of the system and its components. The contractor shall regression test SPOT-ES to validate full system functionality and that changes have not affected other parts of the application. The contractor shall provide operational and system test support, to include assisting in creating, modifying, reviewing, and executing test plans for accuracy and adequacy, witnessing tests, and analyzing and recording test results.

The contractor shall provide support for unit testing of software and stored procedure code as appropriate to validate implementation standards, syntax and functionality. The contractor shall test the application to validate the functional requirements are met and components work together properly. The contractor shall provide support for performance testing of software prior to deployment to production. The contractor shall provide performance testing metrics identifying changes with each release. The contractor shall perform integration testing of solution enhancements and components before delivery/implementation.

*Deliverables: Software Test Reports
Hardware Test Reports*

6.6.2 Subtask 2 – Software Test Plan (O&M)

The contractor shall prepare a Software Test Plan (STP) to define the test scripts, environment and pass / fail criteria that will validate the acceptability of the software products for the Government and shall prepare Software Test Report (STR) to document the degree of success resulting from the functional, operational, system, integration, bandwidth, user acceptance and other testing that is conducted on this effort.

Deliverables: Software Test Plan

6.6.3 Subtask 3 – Acceptance Testing (O&M)

The contractor shall conduct either Government Acceptance Test or a User Acceptance Test (UAT) for each SPOT-ES major release and provide plan and test results report. Additional testing may be required until the user acceptance test provides a satisfactory report level.

Deliverables: User Acceptance Test Results
Government Acceptance Test Results

7. Performance Standards (All days are calendar days unless stated otherwise)

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
6.1.1. Management Activities; Deliver timely meetings and presentations. Assess customer satisfaction for each service Provide timely notification of issues requiring government action.	85% of client meetings occur as agreed to by Government with read aheads 24 hours prior.	100% inspection
6.1.2 Program Transition Plan (PTP) PTP is sufficient to all allow transition completion within 30 days of task order award. PTP is delivered at Program Orientation and Kickoff (POK)	95% of transition activities complete within 30 days of task order award unless specified otherwise in this performance standard. 100% delivered at POK	100% inspection
6.1.3 Program Orientation and Kickoff Performed within 5 business days of task order award. Minutes delivered within 72 hours of meeting.	100% Meeting conducted within timeline 100% Minutes Delivered within 72 hours	100% inspection
6.1.4. Program Management Plan (PMP) PMP covers required areas PMP sufficient to allow 95% on-time delivery of system / soft-	100% of areas required by government including the WBS are created and updated monthly 95% of system releases occur as scheduled	100% inspection

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
<p>ware releases</p> <p>PMP updated monthly</p> <p>Work Breakdown Structure (WBS) coverage to subtask level</p> <p>WBS identifies schedule, performance, and cost elements</p> <p>Defines key project cost, schedule, and performance metrics and indicators.</p>	<p>95% On time delivery of Initial and Monthly Updates</p> <p>100% system coverage to sub-task level.</p> <p>100% inclusive of schedule, cost, and performance elements.</p> <p>100% identification of key program performance metrics.</p>	
<p>6.1.6. Weekly Status Briefing</p> <p>Covers required reporting items.</p> <p>Occurs as scheduled</p> <p>RAH distributed prior to meetings</p> <p>Minutes distributed after meeting</p>	<p>100% coverage of required reporting items and government requested items addressed.</p> <p>90% weekly occurrence of scheduled meetings.</p> <p>90% of RAH are delivered 24 hours prior.</p> <p>90% minutes delivered within 72 hours</p>	<p>Routine inspection of deliverable products and services.</p>
<p>6.1.6. Monthly Status Reporting (MSR)</p> <p>Covers required reporting items.</p> <p>Occurs as scheduled</p>	<p>100% coverage of required reporting items and government requested items addressed.</p> <p>90% of monthly status reports delivered by 30th of each month.</p>	<p>100% inspection</p>
<p>6.1.6. Interim Progress Reviews (IPR)</p> <p>Covers required reporting items.</p>	<p>100% coverage of required reporting items and government requested items addressed.</p>	<p>100% inspection</p>

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Occurs as scheduled	100% of IPRs delivered by last day of each quarter.	
RAH distributed prior to meetings	90% of RAH are delivered 24 hours prior.	
Minutes distributed after meeting	90% minutes delivered within 72 hours	
6.1.7. Risk Management Plan (RMP)		Routine inspection of deliverable products and services.
RMP delivered on-time	100% on time delivery of initial RMP	
RMP updated monthly	95% delivery of updates by last workday of each month.	
6.1.8. Release Management Plan	100% on time delivery of initial Release Management Plan	100%
Release Management Plan delivered on-time	95% of releases complete within 72 hours of scheduled completion in production environment.	
Releases delivered as scheduled	100% of required released delivered.	
6.1.9. Integrated Master Schedule (IMS)		
Includes all major release and non-release program activities	100% coverage of release and non-release activity	Routine inspection of deliverable products and services.
IMS up to date		
Produced in Microsoft Office format		
6.1.9. Weekly Status Briefing (WSB)	100% coverage of required reporting items and government requested items addressed.	Routine inspection of deliverable products and services.
IMS updates are covered for each major release and system area	90% weekly occurrence of meetings.	

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
<p>IMS updates are briefed weekly</p> <p>IMS updates are included in WSB RAH.</p> <p>IMS items are included in WSB minutes.</p>	<p>90% of RAH are delivered 24 hours prior.</p> <p>90% minutes delivered within 72 hours</p>	
<p>6.1.9. Monthly Status Reporting (MSR)</p> <p>IMS updates are covered for each major release and system area</p> <p>IMS updates included in monthly status report.</p>	<p>100% coverage of required reporting items and government requested items addressed.</p> <p>90% of monthly status reports delivered by 30th of each month.</p>	Routine inspection of deliverable products and services.
<p>6.1.10. Configuration Management (CM) Plan</p> <p>CM Plan delivered on time</p> <p>CM Plan keeps all deliverable work products, including source code, documents and other relevant artifacts, under configuration management</p>	<p>CM plan delivered with 30 day of contract award</p> <p>CM Plan covers 100% of required areas</p>	100% inspection
<p>6.1.10. Systems Requirements Specification (SRS)</p> <p>Each software change resulting from a new requirement includes a new SRS</p>	<p>100% delivered within 10 days of requirements phase completion</p>	100% inspection
<p>6.1.10. Engineering Change Proposals</p> <p>Required ECPs delivered on-time</p>	<p>100% delivered within 7 days of each Configuration Control Board</p>	100% inspection

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
6.1.11. & 6.1.12. Hardware/Software CM and Support. Bill of Materials created and updated for all hardware configuration items	100% coverage of equipment/software in government and contractor facilities	100% inspection
6.1.11. & 6.1.12. Hardware/Software CM and Support. Create a technical refresh plan (TRP) for all hardware configuration items. TRP delivered on time	100% coverage of all refresh requirements for system(s) design, architecture and hardware/software elements 100% of initial plan delivered within 45 days of award and 15 days of each release	100% inspection
6.1.11. & 6.1.12. Hardware/Software CM and Support. SRS created for hardware configuration changes	100% delivered within 10 days of requirements phase completion	100% inspection
6.4.1. Requirements Management SRS created for each product	100% delivered within 10 days of requirements phase completion	100% inspection
6.4.1. Requirement Traceability Matrix (RTM) Each system requirement can be fully traced through a RTM	100 % RTM delivered within 10 days of requirements phase completion for each release 100% of requirements can be traced through the RTM	100% inspection
6.4.1. Requirements Management SRR. SRR conducted at end of each requirements phase and prior to entering design phase	100% delivered prior to each design phase	100% inspection
6.4.2. SPOT-ES Systems Integration - Interface Requirements Document(IRD) All interface requirements documented in an IRD. All interface agreements tracked and supported	100% delivered with 10 days of each release as applicable. 100% of agreements supported.	Routine inspection of deliverable products and services.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
<p>6.4.3.1.a. Movement and Tracking Software</p> <p>System supports Movement and Tracking</p> <p>System scans/captures required identity credentials</p> <p>System supports required scanning devices</p> <p>System supports required media types</p> <p>Data upload in near real time (if networked)</p>	<p>100% delivered within release schedule.</p> <p>100% of required credentials captured</p> <p>100% of required scanning devices supported</p> <p>100% of required media types supported</p> <p>100% data upload every 24 hours</p>	<p>Routine inspection of deliverable products and services.</p>
<p>6.4.4. System Architecture Framework</p> <p>Conceptual, Logical, and Physical models updated for each major release.</p>	<p>95% delivered within 10 days of each release if updated</p> <p>Architecture Design adheres to DoD Architecture Framework (DoDAF)</p>	<p>100% Inspection</p>
<p>6.4.5. System Design - System Design Description (SDD)</p> <p>SDD created for each design phase</p>	<p>100% of initial delivered within 45 days of award</p> <p>95% delivered within 10 days of each release as required.</p>	<p>100% Inspection</p>
<p>6.4.5. System Design - Interface Design Descriptions (IDDs)</p> <p>IDD created for each interface design phase.</p>	<p>100% of initial delivered within 45 days of award</p> <p>95% delivered within 10 days of each release as required.</p>	<p>100% Inspection</p>
<p>6.4.5. System Design - System Design Review (SDR)</p> <p>SDR conducted for each design phase</p>	<p>100% delivered within each design phase</p>	<p>Routine inspection of deliverable products and services.</p>

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
6.4.6. Graphical User Interface (GUI). SDD SDD created for each GUI design phase.	95% delivered within 10 days of each release as required.	Routine inspection of deliverable products and services.
6.4.7. Component Design -SDD SDD created for each component design phase.	95% delivered within 10 days of each release as required.	Routine inspection of deliverable products and services.
6.4.8. Database Design. SPOT ES Data Model & Data Dictionary Data model and dictionary created and updated for each change to the data model.	95% delivered within 5 days of each major and minor release if data model is affected.	Routine inspection of deliverable products and services.
6.4.9. Application Program Interface (API) Design. IDD IDD created for each IDD design phase	95% delivered within 10 days of each release as required.	Routine inspection of deliverable products and services.
6.4.11 Cross Domain System	100% of data cross domain'd from NIPR to SIPR every 24 hours.	100% inspection
6.5.1. Software Write code for each SPOT-ES software release	100% delivered within 5 days of each release as required.	Routine inspection of deliverable products and services.
6.6.1. Hardware Test Reports (HTR)	100% of HTR delivered within 5	100% inspection

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Conduct hardware test for each major release.	days of each release.	
6.6.1. Software Test Reports (STR) Conduct software test for each major release.	100% of STR delivered within 5 days of each release.	100% inspection
6.6.2. Software Test Plan Create government approved software test plan for each major and minor release	95% delivered 5 days prior to test and 100% prior to test.	100% inspection
6.6.3. User Acceptance Testing (UAT) Conduct UAT for each major release.	95% delivered within 10 days of each release as required.	100% inspection
6.6.3. Government Acceptance Testing Conduct GAT for each major release.	95% delivered within 10 days of each release as required.	100% inspection
6.6.3. AT WSB/MSR Present / document AT critical failures in weekly status briefings and monthly status reports.	100% of AT critical failures presented in weekly status briefing and documented in the monthly status report.	Routine inspection of deliverable products and services.
6.2.5. Continuity of Operations Plan (COOP). Monitor and mediate COOP to ensure system availability and provide timely notification of issues to PMO.	100% PMO notification within 3 hour of unscheduled events requiring COOP.	Routine inspection of deliverable products and services.
6.2.6. Training Create training packages for each SPOT-ES functional system and role.	90% training packages updated prior to each release	Routine inspection of deliverable products and services.

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Conduct platform and web-based training.	85% Customer approval rating on training surveys	Customer Survey
Maintain SPOT-ES Resource Center	100% updated documents posted within 5 days of completion	
6.2.6 Education and training Material ETM Create release notes, user guides, training workbooks, and lesson plans	95% delivery of user release notes 5 days prior to major and minor releases 90% of training materials updated 5 days prior to major and minor releases.	Routine inspection of deliverable products and services.
6.3.1 Help Desk Tier 1/2/3 Support Provide 24/7 helpdesk support for the SPOT-ES. 6.3.1 provide Customer Support Plan (CSP)	Abandon Rate - 2% or less Average Abandon Time: 1 minute or less Speed to Answer: 20 seconds or less Customer Satisfaction 80% 100% on time delivery of initial CSP)	Routine inspection of deliverable products and services. Random Sampling Customer Survey
6.3.1 Present Helpdesk / Customer support metrics during WSB. Include Customer Service Metrics reporting in WSB minutes.	90% Weekly Status Briefings delivered weekly. 90% Minutes Delivered within 72 hours	Routine inspection of deliverable products and services.
6.3.1 Document Helpdesk / Customer support metrics in MSR.	90% Monthly Status Reports Delivered monthly.	Routine inspection of deliverable products and services.
6.3.2. Asset Management Report (AMR) Provide and maintain AMR covering all SPOT-ES hardware and software.	100% coverage of SPOT-ES hardware and software.	Random sampling
6.3.3. User Registration Support (URS) Provide user registration sup-	85% User Registration addressed with 72 hours of re-	Routine inspection of deliverable products and ser-

Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
port for the entire SPOT-ES	quest.	vices.
Present user registration metrics in WSB	90% of WSB include user registration metrics.	
Document user registration metrics in MSR.	90% of MSR include user registration metrics.	

8. Travel

Travel frequency, dates, locations, and regularity shall be approved by the COR, and as directed by the Contracting Officer (CO). Costs for transportation shall be based upon mileage rates, actual costs incurred, or a combination thereof, as governed by the Joint Travel Regulation (JTR). Travel costs shall be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel. The JTR shall provide the basis for the determination as to reasonable and allowable. Maximum use is to be made of the lowest available customary standard coach / economy or equivalent airfare accommodations available. All necessary travel meeting the above criteria shall be approved in advance by the COR. Exceptions to these guidelines shall be approved in advance by the Contracting Officer.

The task order will establish a not-to-exceed ceiling for each period of performance which cannot be exceeded without the advance approval of the contracting officer. No profit or fee shall be added.

9. Place of Performance

Performance will take place at both Government and Contractor facilities. Operations will need to be supported at locations in and around the Washington, D.C. Metropolitan Area; Radford, Virginia; DISA DECC locations; Monterey, California; contingency operations in CENTCOM; EUCOM, AFRICOM; and other CONUS and OCONUS locations, as required. ~~The place(s) of performance are to be proposed by the contractor.~~ The contractor will require dedicated access to SIPR and NIPR Networks. The contractor shall be required to travel in support of the program as an enterprise application with a global user base. Key Government agencies to be coordinated with are OSD Program Support, Defense Manpower Data Center (DMDC), the Army Materiel Command (AMC); the Pentagon; Defense Information Systems Agency (DISA); U.S. Department of State; U.S. Agency for International Development (USAID) and other operations worldwide. The contractor shall ensure that all contractor and contractor employees comply with all travel requirements of the Department of Defense, the Federal Government, and country to be visited laws.

Alternate Place of Performance – (Contingency Only) Contractor employees may be required to work at home, or at another approved activity within the local travel area or at the contractor's facility in cases of unforeseen conditions or contingencies (e.g., pandemic conditions, exercises, etc.). Any equipment such as laptops or phones provided to Contractor personnel shall be returned at the termination of the engagement or at another time mutually agreeable to both parties. Contracting Officer Representative (COR) approval is required for this action. The contractor shall prepare all deliverables and other contract documentation utilizing contractor resources. To the extent possible, the contractor shall use best efforts to provide the same level of support as stated in the SOW/PWS. In the event the services are

impacted, reduced, compromised, etc., the Contracting Officer or the contractor may request an equitable adjustment.

9.1 Hours of Operation

The contractor is responsible for help desk support functions on a 24x7 (holidays included) basis in support of the global end user. The primary work hours of the client and Program Support Team for conducting business are primarily between the hours of 8 a.m. to 5 p.m. ET, Monday thru Friday except U.S. Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings.

The majority of help desk related calls will come through between the above mentioned hours. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

9.2 Government Holidays

The following Government holidays are normally observed by Government personnel: New Years Day, Martin Luther King's Birthday, Presidential Inauguration Day (metropolitan DC area only), President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation. Or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms, tornadoes, etc) Presidential funerals or any other unexpected Government closures.

10. Period of Performance

The base period of performance for this order shall be a 3-month base period from the date of award with one (1) four-month option period, one (1) eight-month option period, and one (1) six-month option period that will be exercised at the discretion of the Government.

Base Period – 3 Months

Option Period 1 – 12 Months

Option Period 2 – 4 Months

Option Period 3 – 8 Months

Option Period 4 - 6 Months

11. Deliverables *(Day = calendar day, unless otherwise noted)

PWS Task #	Deliverable	Format	Due Date	Distribution	Frequency
6.1.2	Program Transition Plan	Contractor Determined / Government Approved	Delivered at Kickoff	Standard Distribution*	Once

PWS Task #	Deliverable	Format	Due Date	Distribution	Frequency
6.1.3	Program Orientation and Kick-off	Contractor Determined / Government Approved	Delivered at Kickoff	Standard Distribution*	Once
6.1.4	Program Management Plan	Contractor Determined / Government Approved	Initial – 20 days after Kick-off Meeting	Standard Distribution*	Monthly updates on 30 th day of each month
6.1.5	Technical Integration Meetings (TEM)(RAH)	Contractor Determined / Government Approved	Presentations 24 Hours prior	Standard Distribution*	Once Each Meeting
6.1.5	Technical Integration Meetings (TEM) Minutes	Contractor Determined / Government Approved	72 Hours after meeting	1 Copy of deliverable to each participant. 1 copy of the transmittal letter <u>with</u> the deliverable to the Primary COR.	Once Each Meeting
6.1.5	Technical Exchange Meetings (TEM) Action items	Contractor Determined / Government Approved	72 Hours after meeting	Routine inspection of deliverable products and services.	Once Each Meeting
6.1.6	Weekly Status Briefing (RAH)	Contractor Determined / Government Approved	24 Hours Prior to meeting	Standard Distribution*	Weekly
6.1.6	Monthly Status Report	Contractor Determined / Government Approved	30 th Day of the Month	Standard Distribution*	Monthly
6.1.6	Interim Progress Reviews	Contractor Determined / Government Approved	NLT Last Day of each Qtr.	Standard Distribution*	Quarterly
6.1.7	Risk Management Plan (RMP)	Contractor Determined / Government Approved	Initial - 15 days after Kick-off Meeting	Standard Distribution*	Monthly updates

PWS Task #	Deliverable	Format	Due Date	Distribution	Frequency
6.1.8	Release Management Plan	Contractor Determined / Government Approved	Initial - 15 days after Kick-off Meeting	Standard Distribution*.	Monthly updates
6.1.9	Integrated master Schedule	Microsoft Project	Initial - 15 days after Kick-off Meeting	Standard Distribution*.	Monthly updates
6.1.10	Configuration Management (CM) Plan	Contractor Determined / Government Approved	30 days after contract award	Standard Distribution*.	Initial - 30
6.4.1	Systems Requirements Specification	Contractor Determined / Government Approved	Initial & Updates 10 days after requirements phase completion	Standard Distribution*.	As Required
6.1.10	Engineering Change Proposals	Contractor Determined / Government Approved	7 days prior to each Configuration Control Board	Standard Distribution*.	Quarterly
6.1.11 6.1.12	Bill of Materials	Contractor Determined / Government Approved	30 th Day of Month	Standard Distribution*.	Monthly -
6.1.11 6.1.12	Technical Refresh Plan	Contractor Determined / Government Approved	Initial – 45 days after contract award.	Standard Distribution*.	15 days After each release
6.1.13	Quality Control Plan	Contractor Determined / Government Approved	Initial – 45 days after contract award.	Standard Distribution*.	Initial – 45 days after contract award. Updates with each release
6.2.2	System Administration	Contractor Determined / Government Approved	Initial 30 days after award and continuous thereafter	As required for each release	Daily
6.2.3	Database management	Contractor Determined / Government Approved	Initial 30 days after award and continuous	Standard Distribution*.	Daily

PWS Task #	Deliverable	Format	Due Date	Distribution	Frequency
			thereafter		
6.2.3	SPOT Plus Templates and Summary	Contractor Determined / Government Approved	Quarterly	Standard Distribution*.	Quarterly
6.2.5	Continuity of Operations Plan	Contractor Determined / Government Approved	Initial 90 days	Standard Distribution*.	Initial 90 Updates as required.
6.2.6	Training Materials	Contractor Determined / Government Approved	Initial 45 days	Standard Distribution*.	Initial 45 As required for each release
6.3.1	Customer Support Plan	Contractor Determined / Government Approved	Initial 30 days after award and continuous thereafter	Standard Distribution*.	Initial 30 days
6.3.3	User Registration Report	Contractor Determined / Government Approved	Initial 45 days after award and by 30 of month thereafter	Standard Distribution*.	Daily
6.4.1	Requirements Traceability Matrix	Contractor Determined / Government Approved	Within 10 days of requirements phase completion for each release.	Standard Distribution*.	Within 10 days of requirements phase completion for each release.
6.4.1	System Requirements Review (SRR)	Contractor Determined / Government Approved	Within 10 days of requirements phase completion for each release.	Standard Distribution*.	Within 10 days of requirements phase completion for each release.
6.4.2	Interface Requirements Document	Contractor Determined / Government Approved	Within 10 days of requirements phase completion for each release.	Standard Distribution*.	Within 10 days of requirements phase completion for each release.

PWS Task #	Deliverable	Format	Due Date	Distribution	Frequency
6.4.4	SPOT-ES Architectural Framework	Contractor Determined / Government Approved	Within 10 days of requirements phase completion for each release.	Standard Distribution*.	Within 10 days of requirements phase completion for each release.
6.4.5	System Design Review (SDR)	Contractor Determined / Government Approved	Within 10 days of requirements phase completion for each release.	Standard Distribution*.	Within 10 days of requirements phase completion for each release.
6.4.5	System Design Description	Contractor Determined / Government Approved	Initial 45 & Within 10 days of requirements phase completion for each release.	Standard Distribution*.	Initial 45 Within 10 days of requirements phase completion for each release.
6.4.9	Interface Design Description	Contractor Determined / Government Approved	Initial 45 & Updates 10 – days after release	Standard Distribution*.	Initial 45 Updates – 10 Days after Release
6.4.8	SPOT ES Data Model & Data Dictionary	Contractor Determined / Government Approved	5 days of each release	Standard Distribution*.	Each Release
6.5.1	Software	Contractor Determined / Government Approved	5 days of each release	Standard Distribution*.	Each Release
6.6.1	Hardware Test Reports	Contractor Determined / Government Approved	5days of each release.	Standard Distribution*.	Each Release
6.6.1	Software Test Reports	Contractor Determined / Government Approved	5days of each release.	Standard Distribution*.	Each Release
6.6.2	Software Test Plan	Contractor Determined / Government Approved	95% delivered 5 days prior to test and 100% prior to test.	Standard Distribution*.	Each test
6.6.3	User Acceptance Test Plan	Contractor Determined / Government Approved	30 days before test	Standard Distribution*.	30 days before test
6.6.3	Government Acceptance Test Plan	Contractor Determined / Government Approved	30 days before test.	Standard Distribution*.	30 days before test

PWS Task #	Deliverable	Format	Due Date	Distribution	Frequency
*Standard Distribution: 1 copy of the transmittal letter <u>without the deliverable</u> to the Contracting Officer; 1 copy of the transmittal letter <u>with</u> the deliverable to the Primary COR and 1 copy of the transmittal letter <u>with</u> the deliverable to the SPOT-ES Government PMO Program Analyst.					

11.1 Basis of Acceptance

The basis for acceptance shall be compliance with the requirements in Section 3.0. Deliverable items rejected shall be corrected in accordance with applicable clauses.

Deliverables will be inspected for content, completeness, accuracy and conformance to Contract requirements. Inspection may include validation of information.

11.2 General Acceptance Criteria

Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected. The general quality measures, set forth below, will be applied to each deliverable received from the Contractor under this contract:

Accuracy – Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.

Clarity – Deliverables shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand, legible, and relevant to the supporting narrative. All acronyms shall be clearly and fully specified upon first use.

Specifications Validity – All Deliverables must satisfy the requirements of the Government.

File Editing – Where directed, all text and diagrammatic files shall be editable by the Government.

Format – Deliverables shall follow SSA guidance. Where none exists, the Contractor shall coordinate approval of format with the COTR.

Timeliness – Deliverables shall be submitted on or before the due date specified.

11.3 Written Acceptance/Rejection by the Government

All written products must be of high quality, written in a clear concise style, with a logical organization and presentation. Written deliverables will be requested to be presented in either of the following formats: Microsoft Office products, Adobe PDF, or text format.

The Government will provide written acceptance, comments and/or change requests, if any, within fifteen (15) work days from Government receipt of the draft deliverable.

Upon receipt of the Government comments, the contractor shall have ten (10) work days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

The Government shall provide written notification of acceptance or rejection of all final deliverables within fifteen (15) work days. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

11.4 Non-Conforming Products or Services

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within ten (10) work days of the rejection notice. If the deficiencies cannot be corrected within ten (10)

work days, the contractor will immediately notify the COTR of the reason for the delay and provide a proposed written corrective action plan within ten (10) work days.

12. Security

The contractor will be required to have a TOP SECRET Facility Clearance with minimal safeguarding requirements. The contractor will require access to Foreign Government Information and For Official Use Only (FOUO) information. The contractor will have access to classified information only at another contractor's or Government facility. The contractor will have OPSEC requirements.

Certain contractor personnel will be required to possess a TOP SECRET security clearance. These and other contractor personnel will require access to SECRET facilities. The Government will advise the contractor which positions require a TOP SECRET clearance. All information related to the personnel records in the NIPR-SPOT/TOPSS database is considered as sensitive, but unclassified, and should be marked as For Official Use Only (FOUO). There will be some data fields in the SIPR-SPOT/TOPSS database that contain classified information and only persons possessing a secret clearance will have access to this set of data.

The contractor shall ensure that all employees with logical access to SPOT and its data repository comply with the Privacy Act of 1974 requirements as described in Title 5 U.S.C., Section 552a. SPOT was recorded in the Federal Register on September 28, 2005 (Volume 70, Number 187) as a system of record under the Privacy Act and all SPOT access, data and reports and information must be properly safeguarded accordingly. As Privacy Act violations are subject to criminal penalties, it is required in today's environment for the Government to hire contractors who are vetted to the same level as would be reasonable to safeguard classified material.

DODD 8570.0 I-M requires all Contractor resources assigned security duties as a primary or secondary function to acquire professional security certification within six months of hire, or be reassigned to non security duties. DMDC is committed to having fully certified Contractor resources to work on security issues. Therefore, all Contractor resources working on devices or technology which are determined to have security as a primary or secondary duty will be required to have or attain professional security certification and any other requirement stated in the directive within six months after contract award.

13. Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI)

Government Furnished Equipment (GFE) and Government Furnished Material (GFM) will be provided as necessary to support system operations and customer support. Provided equipment will cover a broad spectrum to include office space, office equipment (desk, chairs, tables, cabinets, copiers, furniture, etc.), and IT/telecommunications equipment (computers, servers, peripherals, telephone systems, etc.).

The Government shall provide all software code, in all forms and formats for the supported systems; system documentation, including architecture and design documents; complete database schemas and dictionaries; architecture and design documentation on services and APIs; training materials; system and operational scripts; hardware; commercial off-the-shelf software; hosting facilities; and all other relevant materials and equipment. The Government will facilitate and coordinate efforts with related Government entities required for system performance, operations, and support.

13.1 Other Direct Costs (ODC)

The Government may require the Contractor to incur ODCs resultant to performance under this task order. Such requirements shall be identified prior to or at the time of award and/or may be identified during the course of performance, by the Government or the Contractor. Reimbursement shall be as a cost re-imbursement and made as specified in the task order invoicing requirements.

Non-Travel ODC items having a total procurement cost over \$3,000 shall have the written approval of the Client Representative and the GSA COTR. Federal contracting laws and regulations apply to all Contractor open market purchases of materials and equipment under this task. Prices must be determined fair and reasonable from competitive sources and are subject to Government audit. The Contractor shall maintain records documenting competitive sourcing, in strict compliance with the competition requirements set forth in the Federal Acquisition Regulation (FAR), for all material and ODC purchases. The Contractor shall provide copies of all such documentation upon request from the Government to verify that the Contractor complied with the competition requirements set forth in the FAR. No profit or fee shall be allowed on ODC costs.

All ODC items purchased by the Contractor for the use or ownership of the Federal Government shall become property of the Federal Government. If the Contractor acquires hardware/software maintenance support for performance and support under this task order, all licenses and/or contractual rights to receive title shall be turned over to the Government. The Government's liability to reimburse the Contractor for costs incurred from the acquisition of hardware/software maintenance support shall be limited to costs incurred during the period of the order for which the Government received the said hardware/software maintenance support acquired by the Contractor on a cost reimbursable basis.

The cost reimbursable not-to-exceed ODCs limit is established for each performance period of the task order (Pricing Template Attachment A). It is noted that the ODC amounts are estimates and the Government reserves the right to increase or decrease this estimate during performance as necessary to meet requirements. Any ODC requirements that arise in excess of the limitations set forth above shall be incorporated through a modification to this task order.

Prior to procurement of any ODCs, the Contractor shall coordinate with and receive in writing all the necessary specifications/descriptions and authorizations from the Government.

14. Other Pertinent Information or Special Considerations

- a. Identification of Possible Follow-on Work: None
- b. Identification of Potential Conflicts of Interest (COI): None
- c. Identification of Non-Disclosure Requirements: Non-Disclosure agreement required at time of TO execution – Contractor will have access to sensitive proprietary information and Personally Identifiable Information (PII).
- d. Packaging, Packing and Shipping Instructions: Destination pricing shall be used. Destination shall include worldwide shipping. Contractor standard packaging for IT equipment will be used. Commercial Contractor shall contact the SPOT PM for ship to instructions.

- e. Inspection and Acceptance Criteria: All inspections and acceptance will occur at the contractor facility
- f. Property Accountability: The contractor shall submit the attached Electronic Product List (see below) in addition to complying with all requirements of DFARS 252.211-7003. See DARS 252.211-9000, Requirement to Submit an Electronic Product List for additional information. (See Attachment C)

15. Section 508 Accessibility Standards. The following Section 508 Accessibility Standard(s) (Technical Standards and Functional Performance Criteria) are applicable (if box is checked) to this acquisition.

Technical Standards

- ☐ 1194.21 - Software Applications and Operating Systems
- ☒ 1194.22 - Web Based Intranet and Internet Information and Applications
- ☐ 1194.23 - Telecommunications Products
- ☐ 1194.24 - Video and Multimedia Products
- ☐ 1194.25 - Self-Contained, Closed Products
- ☐ 1194.26 - Desktop and Portable Computers
- ☐ 1194.41 - Information, Documentation and Support

The Technical Standards above facilitate the assurance that the maximum technical standards are provided to the Offerors. Functional Performance Criteria is the minimally acceptable standards to ensure Section 508 compliance. This block is checked to ensure that the minimally acceptable electronic and information technology (E&IT) products are proposed.

Functional Performance Criteria

- ☒ 1194.31 - Functional Performance Criteria

16. Administrative Considerations

16.1 *Correspondence*

To promote timely and effective administration, correspondence shall be subject to the following procedures:

- a. Technical correspondence (where technical issues relating to compliance with the requirements herein) shall be addressed to the Contracting Officer's Representative (COR) with an information copy to the Contracting Officer (CO) and the Contract Administrator (CA).
- b. All other correspondence, including invoices, (that which proposes or otherwise involves waivers, deviations or modifications to the requirements, terms or conditions of this PWS) shall be addressed to the Contracting Officer with an information copy to the COTR.

16.2 *Points of Contact*

Contracting Officer Representative (COR)

Craig Brugger

4800 Mark Center Drive
 Alexandria, VA 22350-0001
 Phone: 571.372.1009
 Email: craig.t.brugger.civ@mail.mil

Contracting Officer (KO):

Stephen Gervasi
 GSA—Federal Acquisition Services, Region 3
 20 N. 8th Street, 10th Floor
 Philadelphia, PA 19107
 Phone: 215.446.5819
 Email: stephen.gervasei@gsa.gov

Contract Specialist

Kelly Keenan
 GSA—Federal Acquisition Services, Region 3
 20 N. 8th Street, 10th Floor
 Philadelphia, PA 19107
 Phone: 215.446.4864 Keenan
 Email: Kelly.keenan@gsa.gov

Client Service Representative (PM/ITM)

Michael Baumann
 GSA – Federal Acquisition Services, Region 3
 20 N. 8th Street, 10th Floor
 Philadelphia, PA 19107
 Phone: 215-446-5852
 Email: michael.baumann@gsa.gov

17. Contract Clauses

FAR 52-224-1	Privacy Act Notification (Apr 1984)
FAR 52.224-2	Privacy Act (Apr 1984)
FAR 52.246-4	Inspection of Services - Fixed Price
FAR 52.217-9	Option to Extend the Term of the Contract
FAR 52.237-3	Continuity of Services
FAR 52.227-14	Rights in Data
FAR 9.5	Organizational Conflict of Interest
FAR 52.232-18	Availability of Funds
FAR 52.245-1	Government Property (Apr 2012)
252.209-7999	REPRESENTATION BY CORPORATIONS REGARDING AN UNPAID DELINQUENT TAX LIABILITY OR A FELONY CONVICTION UNDER ANY FEDERAL LAW (DEVIATION 2012-O0004) (JAN 2012)

17.1 GSA Invoicing Clause

Invoice and Billing

The Period of Performance (POP) for each invoice shall be for one calendar month. The Contractor shall submit only one invoice per month per order/contract. The appropriate GSA office shall receive the invoice by the twenty-fifth calendar day of the month after either:

The end of the invoiced month (for services) or the end of the month in which the products (commodities) or deliverables (fixed-priced services) were delivered and accepted by the Government.

For cost-type contracts (if applicable):

The contractor shall invoice monthly on the basis of cost incurred for the CPFF Labor CLINs. All hours and costs shall be reported by CLIN element and contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data on separate worksheets in spreadsheet form with the following detailed information. The invoice shall include the period of performance covered by the invoice and the CLIN numbers and titles. The listing shall include separate columns and totals for the current invoice period and the project to date.

- Employee name (current and past employees)
- Employee company labor category
- Employee labor category and Associated Skill Level Number
- Actual Hours worked during the monthly billing period and total cumulative hours worked
- Billing rate

All cost presentations provided by the contractor shall also include Overhead Charges, and General and Administrative Charges clearly shown both as a percentage and total dollars. The Government reserves the right to modify invoicing requirements at its discretion. The contractor shall comply with any revised invoicing requirements at no additional cost to the Government. The contractor may invoice only for the hours, travel, tools, and ODCs, ordered by GSA and actually used in direct support of the client representative's project. The invoice shall be submitted on official letterhead and shall include the following information at a minimum:

1. GSA Task Order Number
2. Task Order ACT Number
3. Remittance Address
4. Period of Performance for Billing Period
5. Point of Contact and Phone Number
6. Invoice Amount
7. Training Itemized by Individual and Purpose (if applicable) billed to ODC CLIN
8. Support Items listed by Specific Item and Amount (if applicable) billed to ODC or Tools CLIN as appropriate.

Labor Hour and Time and Material orders/contracts (if applicable)

Each invoice shall show the skill level category, the hours worked per skill level, the rate per skill level and the extended amount for that invoice period. It shall also show the total cumulative hours worked (inclusive of the current invoice period) per skill level, the hourly rate per skill level, the total cost per skill level, the total travel costs incurred and invoiced, and the total of any other costs incurred and invoiced, as well as the grand total of all costs incurred and invoiced.

For Labor Hour and Time and Material orders/contracts each invoice shall clearly indicate both the current invoice's monthly "burn rate" and the total average monthly "burn rate".

The Contractor shall submit all required documentation (unless exempted by the contract or order) as follows:

For Travel: Submit the traveler's name, dates of travel, location of travel, and dollar amount of travel.

For ODCs: Submit a description of the ODC, quantity, unit price and total price of each ODC.

Note: The Government reserves the right to audit, thus; the Contractor shall keep on file all backup support documentation for travel and ODCs.

Posting Acceptance Documents: Invoices shall initially be submitted monthly through GSA's electronic Web-Based Order Processing System, currently ITSS, to allow the client and GSA COTR to electronically accept and certify services received by the CR. Included with the invoice shall be all backup documentation required such as, but not limited to, travel authorizations and training authorizations (including invoices for such).

Receiving Agency's Acceptance: The receiving agency has the following options in accepting and certifying services;

Electronically: The client agency may accept and certify services electronically via GSA's electronic Web-Based Order Processing System, currently ITSS, by accepting the Acceptance Document generated by the Contractor. Electronic acceptance of the invoice by the CR is considered concurrence and acceptance of services. NOTE: The Government's preference is that receiving agency's acceptance is conducted electronically.

On Paper Copy: The client agency may accept and certify services by providing written acceptance with the signature of the authorized client representative and the date of acceptance.

Electronic and/or written acceptance of the invoice by the CR is considered concurrence and acceptance of services. Regardless, of the method of acceptance the Contractor shall seek acceptance and electronically post the acceptance document in GSA's electronic Web-based Order Processing System, currently ITSS. (Written acceptances shall be posted as an attachment along with any other supporting documentation.) After acceptance of the invoice by the CR, the Contractor shall submit a proper invoice to GSA Finance not later than five (5) workdays after acceptance by the Government of the product, service, and/or cost item.

Note: The acceptance of the authorized agency customer representative is REQUIRED prior to the approval of payment for any invoice submitted. Although this acceptance may occur in two ways, electronically or in paper copy, at least shall be obtained prior to the approval of payment. In order to expedite payment, it is strongly recommended that the Contractor continue to include the receiving agency's WRITTEN acceptance of all the services or products delivered, with signature of the authorized agency customer representative and the date of acceptance, as part of the submission documentation.

Note: If any invoice is received without the required documentation and, (A) the customer's signed written acceptance OR (B) the customer's electronic acceptance, the invoice shall be rejected in whole or in part as determined by the Government.

Posting Invoice Documents: Contractors shall submit invoices to GSA Finance for payment, after acceptance has been processed in GSA's electronic Web-Based Order Processing System, currently ITSS. The Contractor has the option of posting the invoice on GSA's web site, www.finance.gsa.gov/defaultexternal.asp or mail to the address shown on BLOCK 24 of the GSA FORM 300.

Note: Only use one method of submission, web site or regular U.S. mail, but not both.

U.S. Mailing Address:

Finance Operations and Disbursement Branch (BCEB)
299X
PO Box 219434
Kansas City, MO 64121-9434
(Address is located in field 24 of the SF300)

Content of Invoice: The Contractor's invoice shall be submitted monthly for work performed the prior month. The Contractor may invoice only for the hours, travel and unique services ordered by GSA and actually used in direct support of the client representative's project. The invoice shall be submitted on official letterhead and shall include the following information at a minimum.

GSA Task Order Number
Task Order ACT Number
Remittance Address
Period of Performance for Billing Period
Point of Contact and Phone Number
Invoice Amount
Skill Level Name and Associated Skill Level Number
Actual Hours Worked During the Billing Period
Travel Itemized by Individual and Trip (if applicable)
Training Itemized by Individual and Purpose (if applicable)
Support Items listed by Specific Item and Amount (if applicable)

Final Invoice: Invoices for final payment must be so identified and submitted within 60 days from task completion. After this submission, no further charges are to be billed. A copy of the written client agency acceptance of task completion must be attached to final invoices. The Contractor shall request from GSA an extension for final invoices that may exceed the 60-day time frame.

The Government reserves the right to require certification by a GSA COTR before payment is processed, if necessary.

Close-out Procedures

General: The Contractor shall submit a final invoice within sixty (60) calendar days after the end of the Performance Period. After the final invoice has been paid the Contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

Payment Information

The following procedures, if followed, will ensure timely payment of invoices.

Invoice submission is a two-step process:

Create an Invoice Acceptance Document in IT-Solutions Shop to obtain Client and GSA Acceptance. Submit the Invoice to GSA Finance either electronically (preferred method), or mail to the original invoice to the address stated in the purchase order.

To submit your invoice to ITSS for Client Acceptance, follow these steps.

Log onto the Internet URL <http://web1.itss.gsa.gov>.

Log into ITSS using your assigned username and password

Once logged in, click on "Create Support Documents".

Once in the Create Support Documents field, you will see a list of awarded task order numbers and a pull down menu that reads <<Select Support Document>>. Select the appropriate task order number by highlighting it, then click on the pull down menu; select "Acceptance Information" and click on the "Create" icon.

You are now on the page where you will enter the delivery date and invoice number—do not use special characters in the invoice number and be sure to use exactly the same invoice number and value for GSA Finance. You have the opportunity to send comments to the client (receiving activity) in the detailed comments block. You must attach an electronic copy of your invoice. Click on the thumbtack "Attach" icon to bring up the attachments page. When you are done attaching the invoice, click on the "Submit" button at the bottom of the page to complete the process.

When the acceptance document is submitted, emails requesting acceptance are automatically sent to both the Client and the GSA Project Manager (PM). They will accept, partially accept, or reject the invoice, normally with explanatory comments. The Client will also indicate the amount approved for payment. The system will automatically notify you, the Vendor, of acceptance or rejection of the invoice.

If you need assistance or have any questions regarding the acceptance and approval process, please contact the ITSS Help Desk at the toll free number 1-877-243-2889. Be sure to have the order number or ACT number available.

AFTER (and only AFTER) you receive acceptance through ITSS, you must then submit your invoice to the GSA Finance Office for payment, using ONE of the following two methods. DO NOT DO BOTH.

Method 1 – Electronic Submission (This is the preferred method)

If you do not have a password, go to www.finance.gsa.gov and click on “Get a Password for Payment Searches” under “Quick References” on the left side of the screen. Fill out the form and submit. You should receive your password within 24 hours.

Log into the GSA Finance website at www.finance.gsa.gov

Click on “Click here to Login”.

Enter your password* and click “login Do not use the “Enter key”. Use the mouse to click on “Login.” Using “cut and paste” may not work; you may need to type your password which is not case sensitive.

Select “submit invoice”.

Select “All POs”.

Find the ACT# or PDN# you are invoicing against and select it. A form will appear that you fill in with your invoice information. Be sure to use the same invoice number (do not use special characters) and value which you used in the ITSS Acceptance document. If you are resubmitting a rejected invoice, add an “R” or an “A” to the end of the original invoice number or use an entirely new invoice number. The GSA system will not let you use an invoice number you have used before.

Fill in the information requested. All fields marked with an asterisk (*) are required fields.

When complete, click “continue”. If you have made any errors, you will receive an error message.

(Worth noting: dates are in mm/dd/yyyy format, money amounts have no \$ signs or commas, only a decimal point.) Correct the error and click “continue” again.

You will have an opportunity to upload any backup material as attachments after clicking “submit” on the next screen.

Add any invoice backup material as attachment.

If you have questions please e-mail FW-PaymentSearch.finance@gsa.gov or call the Customer Support Desk at 1-817-978-2408. Anyone there will be able to assist you.

Method 2 – Hard Copy Submission

Return to the ITSS “Acceptance Information” page (per the above instructions) and print the page showing the client’s acceptance.

Mail your original invoice (on official company letterhead), accompanied by the client’s acceptance page, to the GSA Finance Office in Ft Worth, at the address shown in Block 24 (below) of this document. Please ensure that the GSA Delivery Order Number and the ACT Number (found in Blocks 2 and 4 of this GSA Form 300, respectively) are clearly shown on your invoice.

To check the payment status of an invoice, go to www.finance.gsa.gov. Click on “Click here to Login” Enter your password and click “login. DO NOT USE THE ENTER KEY. USE THE MOUSE TO

CLICK ON "LOGIN". Please note that using "cut and paste" may not work. You may need to type your password which is not case sensitive.

Select "Payment Search". This shows paid invoices.

If your invoice is not there, select "View Invoice", then "all unpaid invoices" (You may also select "search unpaid" and enter specific criteria to narrow the search.)

If your invoice is not there, back up one page and select "all rejected invoices" under "View Invoice". (You may also select "search rejected" and enter specific criteria to narrow the search.)

Remember that once an invoice shows in the "rejected invoices" section, it will always be there. They do not disappear when an invoice is resubmitted and paid. Your invoice could appear in this section multiple times if rejected multiple times.

If there are questions regarding the above, the Contractor shall e-mail or call the Payment Center at:

FW-PaymentSearch.finance@gsa.gov or Customer Support Desk at 817 978 2408.

17.2 Contractor Manpower Reporting Clause

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the DMDC via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), WHICH RUNS October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2013. Contractors may direct questions to the help desk at: <http://www.ecmra.mil/>

18. Contractor Personnel

18.1 Reserved

~~18.1 — Key Personnel Requirements~~

~~The following labor categories are considered key personnel by the Government: Program Manager, System Engineer, Helpdesk Manager, and Training Lead. Qualifications for all key personnel are to be proposed by the Contractor and resumes are to be provided. When accepted, these qualifications shall form the minimum requirements for the key personnel positions. Key personnel may not be removed from the task without the approval of the CO. Staff proposed to replace key personnel and shall be of equal or greater qualifications. During task order performance, resumes shall be submitted for proposed replacements at least 10 working days prior to the time the personnel change is expected to occur and must be accepted by the Government.~~

18.2 Identification of Contractor Employees

All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. Electronic mail signature blocks shall identify contractor/company affiliation. They

must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed. Contractor personnel occupying collocated space in a Government facility shall identify their workspace with their name and company/contractor affiliation.

18.3 Organizational Conflict of Interest

Contractor and subcontractor personnel performing work under this contract may receive, have access to, or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.), or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

18.4 Unauthorized Disclosure

The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this contract or otherwise provided by the Government. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of Government data, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases. If either the Government or the Contractor discovers new or unanticipated threats or hazards, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

19. Attachments

Attachment A – RFQ Pricing Template
 Attachment B – DoD Class Deviation
 Attachment C – Electronic Product List
 Attachment D – RFQ Staffing Matrix
 Attachment E – Existing Software product list